

Richard Bonynghe Concert Hall



the Joan

Richard Bonyngre Concert Hall

About the Venue

The Richard Bonyngre Concert Hall (RBCH) is a 550-seat concert hall with acoustically treated walls, a full LED lighting package, a full coverage PA system and a complex AV system. The venue comprises of a hardwood floor stage, tiered seating, a gallery on either side and a choir position behind the stage.

The RBCH is well suited to live music and theatre productions, symphony orchestras, comedy and corporate presentations, dance concerts and public speaking. It is home to the Penrith Symphony Orchestra (PSO) and Penrith Youth Orchestra (PYO).

The RBCH is well-controlled acoustically, offering a live sound profile, able to accommodate both amplified and unamplified performances. There are good sight lines for every seat.



Table of Contents

About the Venue.....	2
Table of Contents	3
Contacts.....	4
Stage & Auditorium	5
Floor Plan	6
Loading Dock	8
Rigging	9
Dimming & Power.....	10
Lighting.....	11
Audio	16
Audio Visual.....	20
Staging.....	21
Musical Equipment	22
Backstage Facilities.....	24
Front Of House Services.....	26
General Information	27

Contacts

TECHNICAL MANAGER

Josh Giuliano

Phone: 02 4723 7649

Email: josh.giuliano@penrith.city

PRODUCER – COMMERCIAL & CONTEMPORARY PERFORMANCE

Peta Downes

Phone: 02 4723 7602

Email: peta.downes@penrith.city

VENUE MANAGER

Haydn Vredegoor Phone:

02 47237624

Email:

haydn.vredegoor@penrith.city

VENUE HIRE

Phone: 02 4723 7624

Email: venues@penrith.city

CENTRE ADMINISTRATION

Phone: 02 4723 7611

Fax: 02 4731 3701

BOX OFFICE

Phone: 02 4723 7600

Website: thejoan.com.au

STREET ADDRESS

Joan Sutherland Performing Arts Centre
597 High Street, Penrith NSW 2750

POSTAL ADDRESS

Joan Sutherland Performing Arts Centre
PO Box 2
Penrith NSW 2750

VENUE SUPERVISOR

On site for performances only

Phone: 0437 578 985

Stage & Auditorium

STAGE

The Richard Bonyngue Concert Hall (RBCH) is an un-raked concert hall with solid, painted concrete walls that have long cavities embedded into it.

There is no wing space or masking, however there is a black, gathered curtain covering the walls on all sides. There is backstage access to the stage on both stage right and stage left.

The floor is a polished hardwood floor measuring 13m(W) x 8m(D), it is 1.2m high from the Auditorium floor. The apron is covered with black masking.

There is stage access from the Auditorium via side doors leading into the side stage areas, or via temporary stairs that can be added to the apron.

STAGE SURFACE

The entire stage surface is polished hardwood. There is no provision for drilling, painting, screws or any other modifications.

Equipment or set pieces that are brought onto the stage must be self-supported as there is also no provision for tie downs or modifications to the walls surrounding the stage.

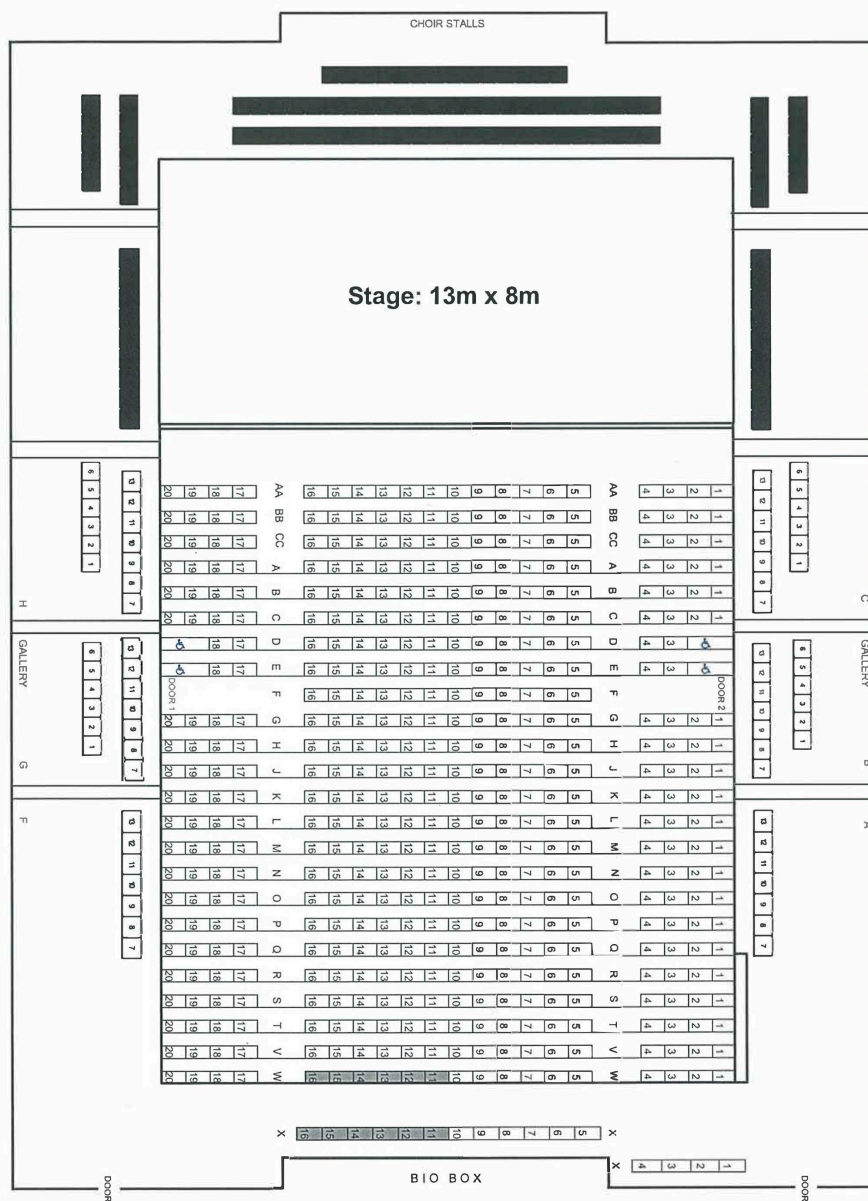
STAGE DIMENSIONS

Stage Width	13m
Stage Depth	8m
Stage Height to Catwalks	8m

Floor Plan

the **Joan**

Richard Bonyngge
Concert Hall



- 5 of 5 -

Event and Ticketing Information Form – Richard Bonyngge Concert Hall

Joan Sutherland Performing Arts Centre | 597 High Street, Penrith NSW 2750 | (02) 4723 7600 | thejoan.com.au | ABN: 97 003 605 089

OVERHEAD OBSTRUCTIONS

The catwalks surrounding the stage are at a height of 8 metres and cross above the stage in an 'H' pattern.

Flown speakers present an obstruction at the very front edge of the apron.

On either side of the stage are perch lighting bars that can obstruct flats or decorations greater than 3.2m height.

Below the catwalks above stage there is a Sub array, this is Down Stage Centre and 5.1 high at its lowest point.

Behind this there is a projector that is 5.9 high at its lowest point.

STAGE MANAGEMENT POSITION

The stage management position is in the stage left corridor adjacent to the stage. It has a limited view of the stage with a stage camera TV and is primarily intended for use as a communication station to the Bio Box.

AUDITORIUM

550 seats in total: Stalls (484) Gallery: 66

The seating is raked and includes galleries on both sides as well as a choir stand located behind a black curtain at the rear of the stage. Two stepped aisles divide the seating into three banks.

PERFORMER ACCESS TO THE AUDITORIUM

The RBCH has Auditorium access from doors, located just in front of the stage on either side. These are accessed by going off-stage, through the corridor and down a set of stairs. There is a provision for up to two sets of stairs to be installed in front of the stage ~2m from either stage wall. These will need to be arranged prior to an event.

LARGE CAST REQUIREMENTS

For shows with large casts, such as community dance concerts, or for shows requiring more backstage storage space, the Allan Mullins Studio can be hired. The Studio can receive the show relay / paging audio and CCTV vision from the RBCH stage, and a comms headset can be connected to the RBCH loop.

Loading Dock

The Joan's address is 597 High Street, Penrith NSW 2750.

Access to the theatre's loading dock is directly off High Street through a large brown gate. If the gate is unattended on arrival, please use the intercom to buzz Venue Services staff or otherwise call the technical contact for your show.

The dock can accommodate up to a semi-trailer or rigid truck. Notice needs to be given prior to the arrival of any large truck, so that the dock can first be cleared of cars. Trucks must park parallel to the loading dock after entering the brown gate.

The loading dock is at stage level which is at ground level. There is no elevation nor is there any lifting equipment available on site. A truck with a tail lift is strongly recommended. The dock access for the RBCH is through a set of double doors and into the backstage hallways leading to the Stage.

STAGE DOOR DIMENSIONS

2340 x 1920

CAR PARK OBSTRUCTIONS

The dock has areas of low hanging roof and guttering that a truck can hit, the use of a spotter is strongly recommended. There are also skip bins, other cars and bollards in the car park that will need to be considered as a truck enters the area.

SECURITY

The car park and dock area are secured with an automatic sliding gate, CCTV and flood lighting. However, the surrounding fence is low enough to climb, so we discourage leaving valuables in this outside area and suggest that cars and trucks are locked when not in use.

Please note that this area is used by the internal staff of The Joan during business hours. Please contact the Venue Manager or Technical Manager for further information.

Rigging

DRAPES & MASKING

Type	Material	Colour	Width (Mm)	Height (Mm)	Quantity
Book flats	cotton on timber frame	black	1000 per page	2500	6
Stage wall masking curtains†	wool, 50% gathered	black		3100	1 set
Fixed tabs	wool, 50% gathered	black	3000	6800	1

† The stage wall masking curtains are fixed in place but are installed on curtain tracks that allows them to be open or closed as required. They cover the entire wall upstage of the stage access doors.

The RBCH has no House Curtain or Fire Curtain.

Dimming & Power

DIMMERS

84 Ch fixed dimmers rated at 2.4kW

All dimmers are located in the dimmer room which is accessible from the back of the RBCH (staff only). 2 additional dimmer units can be supplied for use on stage. Please contact the Technical Manager for further information.

HOT POWER

All dimmers can be configured to operate in a relay switched 'Hot Power' mode. For LED and intelligent Moving Fixtures, this is what will be supplied.

Additional 10A Circuits are available throughout the catwalks, side corridors and on stage. Suitable for audio power, practical power, atmos units (hazers, foggers, etc.) and other uses.

3-PHASE POWER

There are 3-Phase Power outlets in some areas of the RBCH:

Number	Power Rating	Location
7*	40A	Dimmer Room
3	32A	Dimmer Room
1	40A	PS Stage Lock

*7 of these outlets are used by dimmers

We do not supply any 3-Phase extension or Distribution equipment.

POWER CABLING

The theatre has a good stock of 240V 10A Extension Cables in a selection of black and other colours.

Lighting

LIGHTING BARS

The RBCH has a catwalk consisting of 5 bridges over the auditorium and stage area. This is comprised of:

Location	Distance to Setting Line	Notes
Bridge 1	9.8m	Used as FOH 2
Bridge 2	3.8m	Used as FOH 1
Bridge 3	-4.6m*	
Bridge 4	-7.3m*	

*Negative numbers indicate US of setting line

There are additional suspended LX Bars over the stage area. These are static bars and accessed by EWP only. These bars are only suitable for static lights. Max 100kgs.

The suspended lighting bars over the stage are NOT load rated.

Location	Distance to Setting Line	Notes
LX 1	-4.6m*	
LX 2	-7.3m*	
LX 3	N/A	OP Lower Side bar
LX 4	N/A	OP Upper Side bar
LX 5	N/A	PS Upper Side bar
LX 6	N/A	PS Lower Side bar
LX 7	N/A	OP US Corner boom
LX 8	N/A	PS US Corner boom

*Negative numbers indicate US of setting line

There is a single flyable bar underneath Bridge 2 that is used as Orchestra Bar. It is controllable from a cable winch in the catwalk.

Location	Distance to Setting Line	Notes
FOH 1	3.2m	Used as ORCH Bar

The fly bar weight ratings:

- Working Load Limit: **620kg**
- Max Distributed Load: **50kg/m**
- Max Mid-Point Load: **80kg**

LIGHTING STOCK

Profile

Make	Model	Angle	Watt	Unit Numbers
EProfile	LEDPRO131	26°	250W LED	10
Martin	ELP WW	26°	250W LED	4
Selecon	Pacific	12° - 28°	800W	4
		15° - 35°	800W	20
		25° - 50°	800W	26
	SPX	15° - 35°	800W	24

Fresnel

Make	Model	Angle	Watt	Unit Numbers
Selecon	Arena PC		1200W	30
	Arena Fresnel		1200W	4
Silver Star	Frezno 250 HEX		250W LED	12

PAR/Flood

Make	Model	Angle	Watt	Unit Numbers
Generic	PAR 64		1000W	12
Generic	HEX18 Par (RBGWA+Uv)			32

Intelligent/Moving Head

Make	Model	Angle	Watt	Unit Numbers
High End Systems	Sola Spot 2000	8° - 45°	600W LED	4
Silver Star	Pluto 350	5° - 35°	350W LED	8
Chauvet	Maverick Wash Mk 2	4.7° – 65.5°	500W LED	4

All light stock has their own gel frames, shutters, barn doors, safety chains and hook clamps attached. There is a selection of gobo holders, irises and other additional hardware available on request.

Follow Spot

Make	Model	Angle	Watt	Unit Numbers
LDR	Canto 700			1

Atmos/Auxiliary Stock

Make	Model	Angle	Watt	Unit Numbers
Generic	Mirror Ball			2
Look Solutions	Unique 2.1 Hazer			2

OPERATING POSITIONS

The standard lighting control position is in the bio box. Operations from other points in the venue are possible but require additional planning and setup ahead of time.

Please contact the Technical Manager for more information.

HOUSE LIGHTS

House lights are controlled from two panels: one in the Bio Box and one from the Stage management position in the corridor, stage left.

House lights can be controlled from the lighting console if required. Additional set-up is necessary. Contact the Technical Manager for more information.

LIGHTING CONSOLE

ETC IonXE 20 12K Lighting Console with additional 40-fader wing and 2 x Touch Screens.

The IonXE controls the LX System over sACN to 2 x ETC DMX Gateway with up to 8 DMX Universes.

Please contact the Technical Manager to discuss availability.

DMX DISTRIBUTION AND NETWORKING

There are three DMX connections and Cat6 Rj45 connections between the bio box and the dimmer room.

The RBCH has 2 fixed DMX splitters:

- Chauvet 8-way (Univ 1)
- Chauvet 8-way (Univ 2)

The venue has ample DMX and Cat6 connection points throughout the venue.

SACN/DMX NODE NETWORK

- 1 x Netgear 16-port PoE unmanaged switch
- 1 x ETC Response Mk2 4-port DMX Gateway

DMX CABLES

In addition to the DMX cable used in our standard rig, the RBCH has limited additional stock. It is recommended that clients supply their own DMX cabling for their lighting needs.

USE OF HAZE/SMOKE/ATMOS

Whenever haze or smoke is used in the theatre, the theatre's smoke detection system must be isolated. In its place, a fire warden employed by the Joan must patrol the building throughout every rehearsal or performance that is using haze or smoke. The cost of employing the warden will be charged to the hirer.

The above requirement may be waived for productions using dry ice or low-lying chilled fog from a fogger approved by the Technical Manager. The production manager may require that a warden be employed for one test rehearsal or performance during which the warden can ensure that there will be no false fire alarms. If the test is successful, the smoke detection system may be enabled for the remainder of the season.

USE OF STROBE LIGHTING

Where strobing is to be used, the Front-of-House Manager must be notified so that warning notices can be posted in the foyer.

PYROTECHNICS & NAKED FLAMES

Pyrotechnics and naked flames may not be used except by professionals after a suitable Risk Assessment has been completed and with the permission of The Joan's Technical and Venue Managers has been granted.

FLOOR FIXTURES

There are several 'H' Stands available to place lights on the stage floor. Please note that these cannot obstruct stage exits or be set close to audience.

Audio

ACOUSTICS

The RBCH has a live acoustic profile.

Professional actors projecting in a dramatic context should not need amplification, but non-professionals can struggle to be heard at the back of the theatre. For live music, talks, and conferences, and where performers must compete with boisterous audiences or a noisy soundtrack, sound reinforcement is recommended.

OPERATING POSITIONS

Sound is typically mixed from a position at the rear of the auditorium immediately behind the audience. Sound can be operated from within the bio box, but the aural experience in the bio box is poor, so this location is only used when limited mixing is required, i.e., playback of pre-recorded music for a dance concert.

MIXING CONSOLES

Allen & Heath DLive S5000

Allen & Heath DM0

Allen & Heath DX168 (x8)

FOH SPEAKER SYSTEM

Alcons Line Array

The LR7 vertical line array has 2 hangs each of six boxes in an LR Sub configuration.

Three LR18B sub's flown behind the centre array.

MICROPHONES & DI BOXES

All Microphones, DI Boxes, Wireless Transmitters, Receivers and Microphone Stands are shared between venues in The Joan. Please ensure that adequate time is given to contact the Technical Manager and ensure that stock is available.

DI Boxes

Make	Model	Pattern/Use	Unit Numbers
Radial	J 48	Active DI	4
Radial	Pro AV 2	Stereo Passive DI	8
Radial	PZ-DI	Multi Impedance Active DI	2

Wireless Microphones

Make	Model	Pattern/Use	Unit Numbers
DPA		Dual Hoop Headset	6
Sennheiser	MKE2 EW	Lapel	4
Sennheiser	EW 500-945 G3	Handheld	4
Sennheiser	HSP2	Dual Hoop Headset	4

Wireless Transmitters

Make	Model	Pattern/Use	Unit Numbers
Sennheiser	SK 500 G4	Beltpack	3
Sennheiser	SK 500 G3	Beltpack	5

Wired Microphones

Make	Model	Pattern/Use	Unit Numbers
Sennheiser	MD 421	Cardioid Dynamic Instrument	2
Shure	SM 57	Cardioid Dynamic Instrument	5
Shure	SM 58	Cardioid Dynamic Vocal	5
Shure	SM 81	Cardioid Condenser	2
Shure	PG Drum Mic Kit	6 – Piece Drum Mic Kit	1
Shure	Beta 58	Cardioid Dynamic Vocal	4
Shure	Bets 57	Cardioid Dynamic Instrument	2
Rode	M2	Cardioid Condenser	2

MICROPHONE STANDS

Make	Model	Use	Unit Numbers
K&M		Standard Boom	11
Assorted Brands		Round Base Straight	7
K&M	259B	Short w/ 2- section Boom	3
K&M	259/1	Extra Short Boom	2
K&M	21021B	Overhead Boom	2
Generic		Table Stand	6

AUDIO CABLING

The RBCH has sufficient mic and speak on cables to accommodate most productions, but touring companies with considerable audio demands may require additional cables, especially where two major productions are simultaneously being presented at the Centre.

The RBCH has very few Cat5e patch cables. Hirers requiring Cat5e cables will need to provide them.

STAGE BOXES

The Q has the following stage boxes:

- 1 x 35m multicore with stage box – 16 XLR sends.
- 2 x 15m multicore with stage box – 8 XLR sends.
- 1 x 10m multicore with stage box – 8 XLR sends.

None has a sufficiently long tail to run from the main mixing position to the stage, but they can be connected to patch points around the stage or to the stage patch bay directly. Note: All stage boxes are part of an equipment pool that is shared between venues.

HEARING LOOP

The theatre has a hearing loop that serves a defined area on the OP side of the auditorium.

Communication

WIRED/WIRELESS COMMS

A Clear-Com PL Pro MS-440A master station is installed in the bio box.

The Q has a GreenGo Digital wireless communications system with

- 6 wireless packs
- 6 RTS PH88 Single ear headset

SHOW RELAY

Show relay audio is distributed to the green room, dressing rooms 1-6, the Technical Manager's office, and the Alan Mullins studio. Each show-relay speaker has an individual volume control and a channel switch for selecting between the Q Theatre and RBCH relays.

Audio Visual

PROJECTION

The primary projector in the RBCH: Hitachi CPWU – 13K

The projection location is fixed and cannot be changed. It is located behind the Sub array on stage and is focused on the projection screen.

PROJECTION SCREEN

The RBCH has a motorised Projection screen: 3200mm high X 5600mm wide

VIDEO PLAYBACK

QLab is available and is the default way to playback video.

Additionally, there is: 1 x ATEM 1M/E Production Studio 4k used for multi-source switching and live streaming.

VIDEO DISTRIBUTION

The RBCH has in-wall BNC-terminated coaxial cable infrastructure. Each point is point-to-point and are located in multiple places around the catwalks, stage, auditorium and bio box. Please contact the Technical Manager for further information.

VIDEO CABLES & ADAPTORS

The RBCH has a stock of BNC-terminated coaxial cable and RCA cable but has limited SDI & other types of video and data cable. There are several SDI to HDMI convertors.

Staging

STAGE RISERS

The RBCH has a set of Pro-Stage platforms. The units have a metal frame and black ply top. There is no fascia around the platforms. Platforms of the same height can be locked together end-to-end side-to-side, or end-to-side.

Available platform dimensions are:

- 1000 × 2000 × 600 (6 platforms)
- 1000 × 2000 × 300 (6 platforms)
- 1000 × 2000 × 150 (6 platforms)

CHOIR RISERS

The RBCH has a set of choir risers consisting of six, three-tier segments. A fourth tier can be added to each. Each segment is tapered from front to back so that, when the risers are linked together, they form a shallow arc.

The width of each tier (per segment) is:

- bottom tier: 1440mm
- second tier: 1600mm
- third tier: 1770mm
- fourth tier: 1940mm

When all risers and tiers are used, they can together accommodate approximately 100 adults. When the fourth tier is used, a safety rail must be attached to the back.

The risers are grey in colour with a carpeted surface.

LECTERNS

The RBCH has two lecterns. Each has a plain black front to which hirers can affix their own branding.

FURNITURE

The Centre has the following furniture available:

- 65 x padded and upholstered black orchestra chairs.
- 100 x upholstered black chairs.
- 20 x assorted basic grey-green chairs.
- 38 x 75cm-high gloss-black metal stools
- 12 x 45cm-high gloss-red metal stools
- 4 x brown leather tub seats, useful for panel discussions.
- 3 x gloss-black display plinths
 - o two 1.2m high
 - o one 1m high
- 10 x 1.8m-long white or grey folding tables
- 8 x black tablecloths suitable for folding tables
- Several bar tables.

STAGE COVERS

The RBCH does not carry any stage covers. Any Tarkett needs to be supplied.

Musical Equipment

MUSICAL INSTRUMENTS

Pianos

Make	Model		Unit Numbers
Bösendorfer	Black 9'6 290	Imperial Grand	1
Yamaha	Black 7'6	Grand	1
Yamaha	Walnut Finish 6'	Grand	1
Kawai	Black 7'	Grand	2
Kawai	Black 6'6"	Grand	1
Kawai	Black 6'	Grand	1
Yamaha	Black Upright		Numerous
Kawai	Black Upright		Numerous
Roland	KR-577	Digital Piano	1

MUSIC STANDS & SCONCES

The Centre has:

- 90 black Wenger music stands.
- 10 incandescent scone lights.

The Centre also has a wide conductor's music stand and a conductor's platform with dimensions 960 × 960 × 220.

ORCHESTRA CHAIRS

- 65 x Black padded chairs
- 4 x adjustable chairs

Backstage Facilities

DRESSING ROOMS

Dressing rooms 1–3 are located off the crossover behind the Q Theatre. Dressing Room allocations are negotiated with hirers depending on the usage of the theatre's various venues. Typically, Dressing Rooms 1–3 are dedicated to use by the company in the Q Theatre. If your company needs more space, discuss your needs with the Venue Manager well in advance of your production and more dressing rooms may be set aside for you.

Room No.	Floor Space	Capacity	Facilities	Sockets
1	9m ²	4	Large accessible shower and toilet, basin, mirrors, clothes rack, show relay, paging	Ethernet (GJ23), video, power
2	6.9m ²	3	Shower, toilet, basin, mirrors, clothes rack, show relay, and paging	Ethernet (GJ22), video, power
3	6.5m ²	3	Shower, toilet, basin, mirrors, clothes rack, show relay, and paging	Ethernet (GJ21), video, power
4	9.5m ²	5	Shower, toilet, basin, mirrors, clothes rack, show relay, and paging	Ethernet, video, power
5	6.6m ²	3	Shower, toilet, basin, mirrors, clothes rack, show relay, and paging	Ethernet, video, power
6	6.6m ²	3	Shower, toilet, basin, mirrors, clothes rack, show relay, and paging	Ethernet (PR1 05), video, power
7 (male)	13.6m ²	6	2 showers, 2 toilets, 3 basins, mirrors, clothes rack, no show relay or paging – speaker in external corridor only	Power
8 (female)	14.7m ²	7	2 showers, 2 toilets, 3 basins, mirrors, clothes rack, no show relay or paging – speaker in external corridor only	Power

Additional spaces in The Joan are available for use as a dressing room or office space. Arrangements to use these rooms must be negotiated in advance with the Venue Manager.

GREEN ROOM

The green room is a space shared between all of the theatres within The Joan. Depending on the needs of hirers, it may be set aside for the use of one company only.

The green room has a microwave, urn, sink, fridge with freezer, and bathroom. There is seating for < 20 people and a paging / show relay speaker with adjustable volume.

PRODUCTION FACILITIES

Auditorium Production Desk

A production desk can be set up mid-auditorium (row F) for plotting or rehearsals. There is power, DMX, and Cat5e sockets at this location. Cables can be run to connect comms and a shout mic.

LAUNDRY/WARDROBE

The Joan has a centrally located laundry with an iron and ironing board, washing machine/dryer combination, and sink. The Centre has suitable clothes racks to meet the needs of most visiting companies and hirers.

WORKSHOP

The Joan does not have a dedicated workshop space. It is strongly recommended that all set construction is completed offsite before being transported to the venue.

LIMITED set and prop construction can be carried out in the Q Theatre's loading dock and OP wing space. Such activities need to be approved by the Technical Manager to ensure that it is not inconvenient to other Centre.

The theatre has a range of tools, which can be used with the approval of the Technical Manager.

Front Of House Services

FOYER FACILITIES

The Joan has three foyer spaces: the Atrium Foyer, the Malcolm Borland Foyer and the Doreen Warburton Foyer.

The Atrium Foyer is on the ground floor and runs the length of the Centre. The Malcolm Borland Foyer is on the ground floor in the top west part of the Centre and is adjacent to the Atrium Foyer, Richard Bonyngé Concert Hall and Allan Mullins Studio.

The Doreen Warburton Foyer is on Level One in the bottom east part of the Centre and provides access to the Q Theatre. There are broad stairs and a lift to the Doreen Warburton Foyer, from which the audience accesses the Q Theatre.

There are two bars in the Centre: one located in the Borland Foyer and the other in the Atrium Foyer. There is a small service counter in the Doreen Warburton Foyer, which can be used for programme sales and limited catering service.

ADDITIONAL ROOM HIRE

The Centre has a range of carpeted rehearsal studios and meeting rooms on Level One and Level Two that can be hired. Contact the Venue Manager for more information.

CATERING

The Joan can arrange catering for your event. Contact the Venue Manager for more information.

General Information

BACKSTAGE ACCESS

Access to the stage door is via the large brown gate at 597 High Street, Penrith.

Please use the intercom beside the gate to buzz the Venue Services Team. Staff will be on duty whenever the Centre has been booked for a production. If you do not get a response, call the Venue Services Team on 0437 578 985.

Throughout the day, theatre users can also access backstage from the foyer. After arriving, professional performers and production staff will be issued with an access code. This code will only work for access from the foyer; it will not work at the loading dock gate or stage door.

CENTRE CORE OPENING HOURS

During school terms:

- 9:00am–9:00pm Monday to Friday
- One hour before performances

Outside school terms:

- 9:00am–5:00pm Monday to Friday
- One hour before performances

BOX OFFICE LOCATION

The Box Office is located in the centre of The Joan's Atrium Foyer, near the steps up to the Doreen Warburton Foyer and Q Theatre.

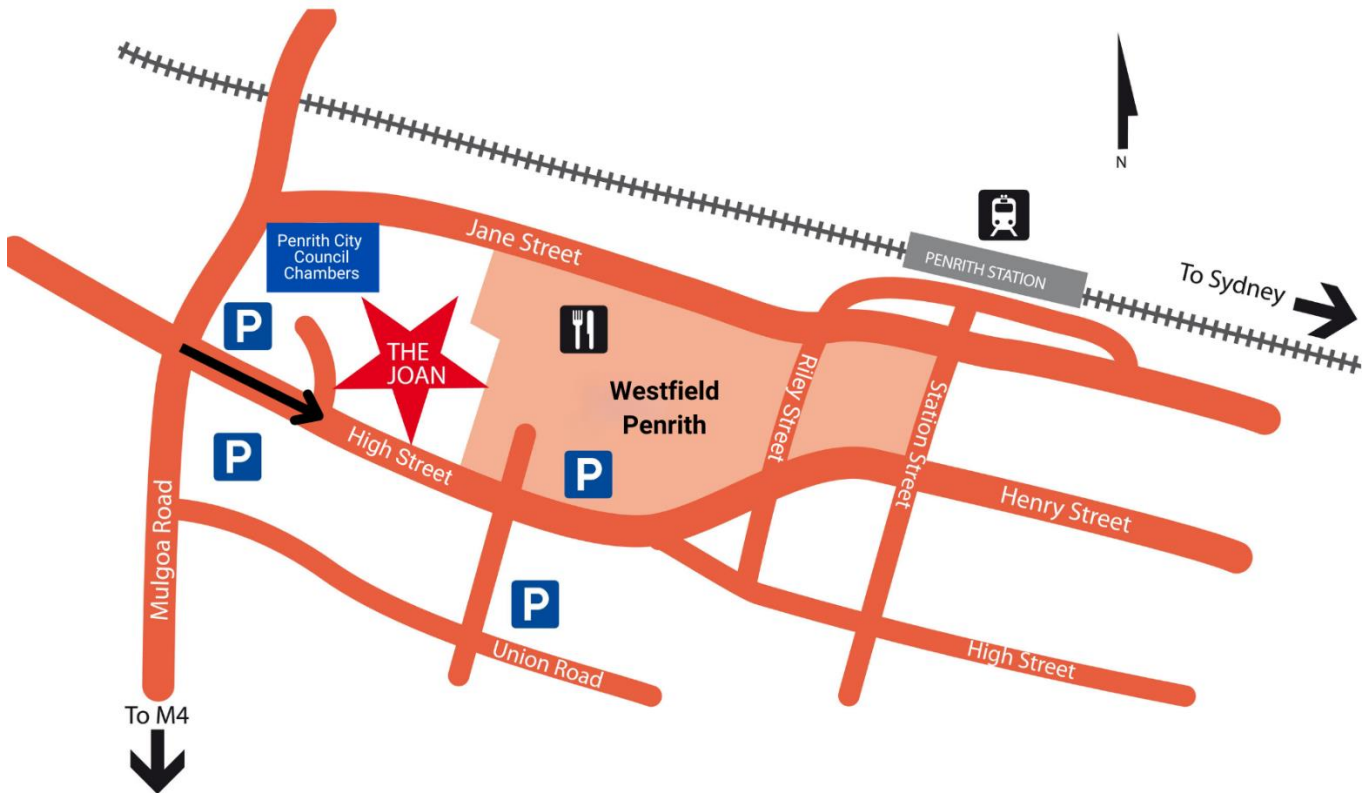
BOX OFFICE HOURS

9:00am–4:30pm Monday to Friday one hour before performances. Tickets are available 24/7 from thejoan.com.au

Getting To The Joan

LOCATION

The Joan is located at 597 High Street, Penrith NSW 2750, and is adjacent to the Penrith City Council Chambers building and Westfield Penrith.



BY TRAIN

City Rail trains and Blue Mountains services arrive and depart from Penrith Station. Timetables are available from the [Transport NSW](https://www.transport.nsw.gov.au) website.

The Joan is a ten-minute walk from the south side of Penrith Station via Westfield Penrith. Alternatively, walk straight down Station Street and turn right at Henry Street. After passing through the Westfield Penrith car park, you will see The Joan on your right.

BY CAR

If you are travelling from Sydney and the Blue Mountains, take the Mulgoa Road exit from the M4. Continue along Mulgoa Road and turn right into High Street.

Travel time from the Sydney CBD can vary, depending on the day and time. The M4 can become quite congested with commuter traffic on Friday evenings, so it is a good idea to allow extra travel time. Generally, the trip by car takes between 45-50 minutes from the Sydney CBD via the WestConnex M4 tunnel. Travel time from Katoomba takes approximately 50 minutes, although extra time should be given for Sunday afternoon travel.

PARKING

Any production using the Richard Bonyngue Concert Hall may park two cars in the Joan's loading dock. Additional cars may be added upon request and with approval from venue management.

For overflow, there is free unlimited parking after 3:30pm Monday to Saturday (all day on Sundays) in the Penrith City Council car park, which is located at the corner of High Street and Mulgoa Road. Parking is limited to 1 or 2 hours at other times. There is unlimited free parking in two car parks off Union Lane and on Worth and Vista Streets. Parking can also be found in the Westfield Penrith car park, which is free for up to 2 hours, or 4 hours for Westfield Plus members.

For further information about parking, please visit [the Penrith City Centre Off-Street Public Car Park Locations](#) map.

NEARBY FOOD OUTLETS AND SHOPPING

- The Joan is located fifty metres from [Westfield Penrith](#), which has two food courts, three grocery stores (ALDI, Coles and Woolworths), and many other retailers.
- After hours, there are restaurants and cafes open on and near [Riley Street](#), which is a five-minute walk through the shopping centre from the Joan.

- A 24-hour McDonalds and other fast-food chain stores are located on Mulgoa Road (5-min drive) and there is a 24-hour 7Eleven petrol station diagonally opposite the Joan's loading dock.
- For post-show drinks, the closest options are **Tattersalls Hotel** (Mon to Thurs: 10:00am - 12:00am, Fri to Sat: 10:00am - 3:00am and Sun: 10:00am - 10:00pm) and **The Red Cow Hotel** (Mon to Thurs : 7:00am – 1:00am, Fri : 7:00am – 3:00am, Sat : 8:00am – 3:00am and Sun : 10:00am – 12:00am). Both are located on Station Street, which is a ten-minute walk from The Joan, towards Penrith Station.
- For last-minute set and costume supplies, the **Penrith Homemaker Centre**, which contains Bunnings and Spotlight, can be found on Mulgoa Road (five-minute drive).

FIRST AID AND MEDICAL

The Joan's first-aid cabinet is in the Administration office, which is located at the east end of the Atrium Foyer. A small first-aid kit is also kept in the Technical office.

There are several pharmacists a short walk from the Joan inside Westfield Penrith, including **Blooms the Chemist** and **Chemist Warehouse**.

Penrith 24-Hour Pharmacy at 438 High Street (10 mins walk) is open 24/7, including on public holidays.

There is a bulk-billing medical centre inside Westfield Penrith: **My Health Medical Centre**.

Healthsmart Medical Centre at 122 Station St (15-min walk) is open 7 days (Mon-Fri 8:30am – 6:00pm, Sat-Sun 8:30am – 3:00pm)

High Street Family Doctors at 243 High Street (5-min drive) is another nearby bulk-billing medical centre that accepts walk-in patients (Mon-Fri 9:00am-6:00pm, Sat-Sun 9:00am-1:00pm)

Tindale Family Practice at 115 Lethbridge Street (10-min drive) is also a bulk-billing medical centre that accepts walk-in patients (Mon–Fri 7:00am–6:00pm and Saturdays 7:00am – 1:00pm).